



FREQUENTLY-ASKED QUESTIONS
For Dependants' Protection Scheme (DPS) on & after 01 Apr 2021

Q: My DPS was covered under Income before 01 Apr 2021. I want to file a claim with event date (death, terminal illness or total permanent disability) before 01 Apr 2021, which insurer should I or my family members approach?

A: Claimants may submit the claim to Income for a claim event that occurred before 01 Apr 2021 and Income will liaise directly with the Claimant on the settlement of the claim.

Please refer to <https://www.income.com.sg/claims/life-insurance> for claim submission.

Q: My DPS was covered under Income before 01 Apr 2021. I am unsure about the claim event date, which insurer should I or my family members approach?

A: Claimants can submit the claim directly to Great Eastern Life and Great Eastern Life will process the claim for event date after 01 Apr 2021.

Great Eastern Life can be contacted at:

- Email : dps-sg@greasternlife.com
- Contact No: 6839 4565
- Website for claim submission:
<https://www.greasternlife.com/sg/en/dps.html#claims>.

If the event occurred before 01 Apr 2021, Great Eastern Life will assist to forward the claim documents to Income for the processing of the claims. Following which Income will liaise directly with the Claimant on the completion of claim form and settlement of the claim.

Q: I have received notification that my DPS has been transferred to Great Eastern Life and the new benefit has increased from \$46,000 to \$70,000 with effect from 01 Apr 2021. However, I wish to make a claim for terminal illness or total and permanent disability which happened before 01 Apr 2021, will I be able to claim \$70,000?

A: For claim events that happened before 01 Apr 2021, the insurance payout will follow the existing benefits of \$46,000 and bonus sum assured (if applicable), subject to full payment of any outstanding premium.

Q: Where can I find DPS terms and conditions before 01 Apr 2021?

A: You may get in touch with us at www.income.com.sg/contact-us to request for a copy of the policy terms and conditions together with the list of serious illness.